MMIS Job Aid: Eligibility Verification – Upload Batch Files

This job aid describes how to upload eligibility verification requests and submit them to MassHealth for batch processing and to download the corresponding eligibility request response batch file.

This feature is helpful to providers who need to verify the eligibility of multiple members, such as hospitals or large group practices, on a daily basis. Rather than filling out separate eligibility verification requests for each member, all requests can be submitted via file upload for batch processing by MassHealth.

Access Upload Batch Files

From the MassHealth Provider Online Service Center home panel:

1. Click **Manage Batch Files**.
2. Click **Upload Batch File**.

Access the Batch Upload Panel

From the **Batch Upload File** panel:

1. Select **Provider ID** from the drop-down list.
2. Select **Transaction Type** from the drop-down list.
3. Click **Choose a File** to select the file to upload.
4. Click **Upload File**.

Review the Batch Upload Confirmation Panel

From the **Batch Upload Confirmation** panel:

1. Review the **Batch Upload Confirmation** message.
2. Make a note of your tracking number.
3. Upload another file, if needed.

Access Download Responses

From the MassHealth Provider Online Service Center home panel:

1. Click on **Manage Batch Files**.
2. Click on **Download Batch File**.

Access the Search Criteria Panel

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From the **Search Criteria** panel:

1. Select **Provider ID** from the drop-down list.
2. Select **Transaction Type** from the drop-down list, or enter **Tracking Number**.
3. Enter **From Date**.
4. Enter **To Date**.
5. Click **Search**.

Access the Search Results Panel

From the **Search Results** panel:

1. Click the **File Name** link for the transaction file you wish to view.

Access the File Download Window

From the **File Download** panel:

1. Click **Open** or **Save**.

Save the Transaction File

From the **Save As** window:

1. Determine where you want to save the file.
2. Click **Save**.
3. Click **Close**.